

OFFICE OF THE HEALTHCARE ADVOCATE
CONSUMER INFORMATION REPRESENTATIVE

PLEASE FOLLOW THE SPECIFIC APPLICATION FILING INSTRUCTIONS AT THE BOTTOM OF THIS PAGE!

Open To: Candidates on a current examination list.

Location: 450 Capitol Avenue. Hartford, CT 06106

Job Posting No: P# 00108883 & 00108884

Hours: Full-time- 40 hours per week

Salary: (AR 20) \$56,932 - \$72,125 (New hires to state employment start at the minimum salary range)

Closing Date: *Friday, July 18, 2014 -Application package must be received by 5:00 p.m. by this date.

The Office of the Healthcare Advocate is recruiting for two (2) Consumer Information Representative positions to provide information and referral service to help residents and providers receive behavioral health care information, timely referrals and access to behavioral health care providers.

Eligibility Requirement: Candidates must have applied for and passed the Consumer Information Representative exam and be on the current certification list promulgated by the Department of Administrative Services for this classification. State employees currently holding the above title or those who have previously attained permanent status as a Consumer Information Representative may apply for lateral transfer. **Applicants will not have the opportunity to take the exam prior to the above closing date to qualify for this particular vacancy.**

Knowledge, Skills and Abilities: Knowledge of functions of regulatory agencies and other sources of consumer assistance; interpersonal skills; oral and written communication skills; skill in conducting investigations or research; ability to make appropriate referrals; ability to gather information from consumers and assistance resources; ability to interpret and apply laws and regulations relating to consumer complaints or technical inquiries, ability to utilize computer software.

General Experience: Five (5) years of experience in technical public contact capacity in a governmental regulatory agency or a large business organization.

Substitution Allowed: 1) College training may be substituted for the General Experience on the basis of fifteen (15) semester hours equaling one-half (1/2) year of experience to a maximum of four (4) years for a Bachelor's degree. 2) A Master's degree in a closely related field may be substituted for one (1) additional year of the General Experience.

Note: The filling of this position will be in accordance with reemployment, SEBAC, transfer, promotion and merit employment rules, if applicable.

APPLICATION INSTRUCTIONS: To be considered for this position, qualified candidates must submit a cover letter, resume, and Application for Employment (CT-HR-12 form) located at www.das.state.ct.us/exam to be received no later than the Closing Date above. Current State employees must also include copies of their two (2) most recent performance appraisals. **Submit application package to:**

Carmen Rivera
Human Resources Assistant
Office of the Healthcare Advocate
P.O. Box 816
Hartford, CT 06142-0816

OR

E-MAIL: CID.HR@CT.GOV / Overnight mail address: 153 Market Street, 7th Floor, Hartford, CT 06103

***Incomplete or late application packages will not be considered. Due to the large volume of applications expected to be received, we are unable to confirm receipt of applications.**

AN AFFIRMATIVE ACTION / EQUAL OPPORTUNITY EMPLOYER

The State of Connecticut is an equal opportunity/affirmative action employer and strongly encourages the applications of women, minorities, and persons with disabilities.